



TEM METRICS

A key component of Test Environment Management is the ongoing measurement and optimization of your TEM practices. Follows is a list of metrics should be captured as part of establishing a Test Environment Management capability. Note: These are not exhaustive, however capturing this information will set you on your way to implementing a successful TEM services organisation.

Environment Coverage

- % of Test Environment Systems (Instances) under management (within CMDB)
- % of Test Environment Systems (Instances) with rich knowledge (IP) attached

Environment Usage

- Historical Usage of Test Environment Systems (Instances)
- Future (Planned) Usage of Test Environment Systems (Instances)

Environment Agility

- Time to Set Up an E2E Environment
- Time to Setup Systems (Instances)

Environment Availability

- Availability of Environment
- Availability of Systems (Instances)

Operational Metrics - Change

- Number of System Changes
- Outage caused by Change
- % of Failed v Successful Changes
- % of Tasks Automated versus Manual

Operational Metrics - Release

- Number of System Releases
- Outage caused by Release
- % of Failed v Successful Releases
- % of Tasks Automated versus Manual

Operational Metrics – Data Refresh

- Number of System Data Refreshes
- Time to do a Data Refresh
- % of Failed v Successful Data Refresh's
- % of Tasks Automated versus Manual

Any further suggestions: Send us an email via our contact form.